



DATE: June 11, 2003

FROM: Deputy Director, Medicare Contractor Management Group
Center for Medicare Management

Director
Provider Communications Group
Center for Medicare Management

Subject: Remote Call Monitoring of Medicare Provider Call Centers

TO: All Medicare Fiscal Intermediaries and Carriers

The FY03 Beneficiary Inquiry BPRs required Medicare call centers to have the capability to have their calls from beneficiaries remotely monitored by CMS. As a result, many contractors already have the capability to have both their beneficiary and provider calls remotely monitored. CMS is proposing to include a similar remote monitoring requirement in FY04 for provider calls.

Effective July 1, 2003, CMS will begin to pilot test remote monitoring of the quality of provider calls at those call centers that now have this capability. No additional funding will be available for this pilot. This will not affect the QCM requirements already in place for contractors for FY04.

Your regional office will be contacting you to determine your remote monitoring capability as well as the necessary information and instructions needed to allow them remote access for provider calls. The regional offices will need this information no later than COB June 20, 2003, in order to begin pilot testing remote monitoring beginning July 1, 2003.

Gregory G. Carson

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cc:

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